

MX-Relay terms of delivery

Duration of the subscription

- The annual subscription starts on the date of registration, if you have registered via a trial period, this annual subscription will be taken into account for this period. (unless something else has been agreed by email).
- The subscription will be tacitly extended by 1 year every following calendar year.
- Cancellation of the subscription can be done by removing the domain. This cancellation must be at least one (1). day before the subscription expires. If we do not receive a cancellation before the expiry date of the annual subscription, the annual subscription will be automatically extended. The cancellation can be done by both parties. After cancellation, no refund of the subscription fee will be made.
- Invoices will be sent digitally to the e-mail address entered when you registered.
- If invoices are paid too late, the service for the domains concerned may be temporarily suspended.

Rights and obligations

- MX-Relay is dedicated to receive, scan and forward e-mail from its customer. However, MX-Relay is not liable for damage that can be associated with its software or services and / or services. In the context of its services, MX-Relay offers a professional infrastructure for data traffic and data storage.
- If the customer does not comply with the obligations under this agreement, MX-Relay has the right to suspend the the subscription. MX-Relay will notify the customer of his shortcoming and if the customer still fails to meet his obligations, then MX-Relay has the right to terminate the agreement with immediate effect, without further notice of default or judicial intervention being required.

Liability

- MX-Relay is not liable for (consequential) damage caused by or as a result of the malfunctioning of the service provided, unless there are shortcomings attributable to MX-Relay in the performance of its obligations under this agreement.
- The customer's login details are only known to the customer. The customer is responsible for managing this. MX-Relay is not responsible for the preservation or use of this login data.
- MX-Relay is not responsible for unforeseen service outages, such as: disruptions in connections, natural disasters or disasters due to sabotage or human failure. MX-Relay is not liable for damage, both direct and indirect, as a result of the aforementioned unforeseeable outage of services.
- MX-Relay reserves the right to adjust or interrupt the service.

SMTP service

The SMTP filtering is intended for sending normal e-mail communication. To prevent abuse, we have drawn up the following rules:

- SMTP filtering is only intended for domains, for which the incoming e-mail is also scanned. Because this is not always possible, exceptions are temporarily tolerated.
- Newsletters with several hundred recipients are possible, as long as they comply with the Advertising Code via Email code of conduct. If you wish to receive larger quantities of newsletters. We request that you use a specialized newsletters service for this purpose.
- MX-Relay applies the following limits:
 1. No more than 200 e-mails per 30 minutes from a unique IP address if you sent us inbound.
 2. No more than 700 e-mails per 30 minutes from a unique IP address when you send us outbound.
 3. No more than 20 messages per SMTP session.
 4. Maximum 3 SMTP errors for sending an e-mail.
 5. The maximum message size is 100 MB.